In the Claims

The status of claims in the case is as follows:

1   1.   [Currently amended] A method for defining the measures

2   of performance of a customer information technology

3   organization, comprising the steps of:

4   identifying customer performance goals including

5   behaviors exhibited in meeting said goals;

6   building in a computer a measurement model including a

7   plurality of categories in response to said customer

8   performance goals, a plurality of said categories of

9   said model each including a plurality of metrics;

10   performing in said computer gap analysis of said model

11   to determine which of said metrics are already

12   collected by said organization and process capabilities

13   for data collection;

14   identifying new data collection sources for those

15   metrics which are not already collected by said

16   organization;

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17   implementing tools and processes for gathering said

18   metrics;

19   generating in said computer measurement reports from

20   said metrics;

21   said building step including building a first draft

22   measurement model and a second draft measurement model;

23   building said first draft measurement model by

24   selectively executing a first prioritization process

25   and a second prioritization process for identifying for

26   each said category a minimum set of metrics;

27   said first prioritization process determining for each

28   said metric a relationship with each said behavior

29   satisfied by said metric by building a first table

30   describing for each said category the relationship for

31   each relevant metric with each of said behaviors it may

32   satisfy and determining for each said metric a metric

33   subtotal of satisfied behaviors, and evaluating said

34   table to identify as most desirable metrics those

35   metrics satisfying the greatest number of behaviors;

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36   said second prioritization process determining for each

37   said metric a relationship with each other metric by

38   building a second table relating each said metric to

39   each other said metric, determining from said table for

40   each said metric a metric subtotal representing the

41   number of other related metrics, and prioritizing as

42   desirable metrics for each said category in said

43   measurement model those related to the highest number

44   of other related metrics within said category;

45   building said second draft measurement model to include

46   a minimum set of ~~measures~~ <u>metrics</u> that drive desired

47   behaviors by selecting metrics from said first and

48   second prioritization processes prioritized selectively

49   by behaviors satisfied and related metrics by

50   calculating the mean value of metric subtotals from

51   each prioritization table and selecting those metrics

52   having metric subtotals greater than or equal to said

53   mean; and

54   selectively including in said measurement model to

55   provide an optimum set of metrics those additional

56   metrics selected as either related to a specific

57   customer need or as an only metric satisfying a

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58   particular behavior.

1   2.   [Original]   The method of claim 1, said building step

2   further comprising the step of:

3   selecting as said metrics those which satisfy

4   prioritized behaviors.

1   3.   [Currently amended] The method of claim 2, said

2   building step further comprising the step of:

3   selecting as said metrics those which also satisfy

4   related ~~measures~~ metrics.

1   4.   [Currently amended] A method for creating and using a

2   measurement model work product, comprising the steps of:

3   providing a target future business capabilities work

4   product for defining in a computer database customer

5   goals necessary to achieve through measurements;

6   operating a computer processor for translating said

7   customer goals into a measurement model work product

8   including a plurality of categories defining account

9   specific behaviors and ~~measures~~ metrics that

10   empirically demonstrate said behaviors;

11   operating said computer processor for building said

12   measurement model work product by building a first

13   draft measurement model and a second draft measurement

14   model;

15   building said first draft measurement model by

16   selectively executing a first prioritization process

17   and a second prioritization process;

18   said first prioritization process determining for each

19   said ~~measure~~ metric a relationship with each said

20   behavior satisfied by said ~~measure~~ metric by building a

21   first table describing for each said category the

22   relationship for each relevant metric with each of said

23   behaviors it may satisfy and determining for each said

24   metric a metric subtotal of satisfied behaviors, and

25   evaluating said table to identify as most desirable

26   metrics those metrics satisfying the greatest number of

27   behaviors;

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28   said second prioritization process determining for each

29   said ~~measure~~ metric a relationship with each other

30   ~~measure~~ metric by building a second table relating each

31   said metric to each other said metric, determining from

32   said table for each said metric a metric subtotal

33   representing the number of other related metrics, and

34   prioritizing as desirable metrics for each said

35   category in said measurement model those related to the

36   highest number of other related metrics within said

37   category; and

38   building said second draft measurement model to include

39   a minimum set of ~~measures~~ metrics that drive desired

40   behaviors by selecting ~~measurers~~ metrics from said

41   first and second prioritization processes prioritized

42   selectively by behaviors satisfied and related ~~measures~~

43   metrics.

1   5.   [Original] The method of claim 4, further comprising

2   the step of:

3   defining a gap analysis work product specifying

4   differences between said measurement model work product

5   and current customer measurements to identify possible

6   deficiencies in organization measurement processes.

1   6.   [Currently amended] A system for creating and using a

2   measurement model work product, comprising:

3   a target future business capabilities work product for

4   defining in a computer database customer goals

5   necessary to achieve through measurements; and

6   a measurement model work product including a plurality

7   of categories for translating said customer goals into

8   account specific behaviors and measures that

9   empirically demonstrate said behaviors;

10   a computer for deriving said measurement model work

11   product from a first draft measurement model and a

12   second draft measurement model;

13   means for performing a first prioritization process and

14   means for performing a second prioritization process

15   for deriving said first draft measurement model;

16   said first prioritization process determining for each

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17   said measure a relationship with each said behavior

18   satisfied by said measure by building a first table

19   describing for each said category the relationship for

20   each relevant measure with each of said behaviors it

21   may satisfy and determining for each said measure a

22   measure subtotal of satisfied behaviors, and evaluating

23   said table to identify as most desirable measures those

24   measures satisfying the greatest number of behaviors;

25   said second prioritization process determining for each

26   said measure a relationship with each other measure by

27   building a second table relating each said measure to

28   each other said measure, determining from said table

29   for each said measure a measure subtotal representing

30   the number of other related measures, and prioritizing

31   as desirable measures for each said category in said

32   measurement model those related to the highest number

33   of other related measures within said category; and

34   said computer building said second draft measurement

35   model to include a minimum set of measures that drive

36   desired behaviors by selecting ~~measurers~~ measures from

37   said first and second prioritization processes

38   prioritized selectively by behaviors satisfied and

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39   related measures.

1   7.   [Original] The system of claim 6, further comprising:

2   a gap analysis work product for specifying differences

3   between said measurement model work product and current

4   customer measurements to identify possible deficiencies

5   in organization measurement processes.

1   8.   [Previously presented] A method for defining

2   measurements of performance of a customer information

3   technology organization, comprising the steps of:

4   collecting into a competency-defined measurement

5   categories and measurements file in a computer database

6   definitions of selected categories of behavioral

7   measurements;

8   selecting from said file contract measurements;

9   said contract measurements being selected by operating

10   a digital computer to build a first draft measurement

11   model and a second draft measurement model;

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12	building said first draft measurement model including a
13	plurality of categories by said digital computer
14	selectively executing a first prioritization process
15	and a second prioritization process;
16	said first prioritization process determining for each
17	said contract measurement a relationship with each said
18	behavioral measurement satisfied by said contract
19	measurement by building a first table describing for
20	each said category the relationship for each relevant
21	behavioral measurement with each of said behaviors it
22	may satisfy and determining for each said behavioral
23	measurement a behavioral measurement subtotal of
24	satisfied behaviors, and evaluating said table to
25	identify as most desirable behavioral measurement those
26	behavioral measurement satisfying the greatest number
27	of behaviors;
28	said second prioritization process determining for each
29	said behavioral measurement a relationship with each
30	other behavioral measurement by building a second table
31	relating each said behavioral measurement to each other
32	said behavioral measurement within each said category,
33	determining from said table for each said behavioral

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34   measurement a behavioral measurement subtotal

35   representing the number of other related behavioral

36   measurement, and prioritizing as desirable behavioral

37   measurement for each said category in said measurement

38   model those related to the highest number of other

39   related behavioral measurement within said category;

40   building said second draft measurement model to include

41   a minimum set of measures that drive desired behaviors

42   by said digital computer selecting behavioral

43   measurements from said first and second prioritization

44   processes prioritized selectively by behaviors

45   satisfied and related behavioral measurements;

46   implementing said contract measurements; and

47   using and maintaining said contract measurements.

1   9.   [Original]   The method of claim 8, said categories

2   including human resources, quality, customer, cost and

3   schedule, process, and productivity and output categories of

4   behavioral measurements.

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1   10. [Currently amended]   System for formulating measurement

2   requirements that are to be implemented in an engagement,

3   comprising:

4   a current customer measurements work product for

5   detailing in a computer database current measurements

6   being collected and reported by a customer;

7   a measurement model work product for translating

8   customer goals into account specific behaviors and

9   measures that empirically demonstrate said behaviors;

10   a computer for deriving said measurement model work

11   product including a plurality of categories from a

12   first draft measurement model and a second draft

13   measurement model;

14   means for performing a first prioritization process and

15   means for performing a second prioritization process

16   for deriving said first draft measurement model;

17   said first prioritization process determining for each

18   said measure a relationship with each said behavior

19   satisfied by said measure by building a first table

20   describing for each said category the relationship for

21   each relevant measure with each of said behaviors it

22   may satisfy and determining for each said measure a

23   metric subtotal of satisfied behaviors, and evaluating

24   said table to identify as most desirable measures those

25   measures satisfying the greatest number of behaviors;

26   said second prioritization process determining for each

27   said measure a relationship with each other measure by

28   building a second table relating each said measure to

29   each other said measure, determining from said table

30   for each said measure a measure subtotal representing

31   the number of other related measures, and prioritizing

32   as desirable measures for each said category in said

33   measurement model those related to the highest number

34   of other related measures within said category;

35   said computer building said second draft measurement

36   model to include a minimum set of measures that drive

37   desired behaviors by selecting ~~measurers~~ measures from

38   said first and second prioritization processes

39   prioritized selectively by behaviors satisfied and

40   related measures; and

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41   a measurement gap analysis work product for defining in

42   said computer database differences between said current

43   measurements and said account specific behaviors and

44   measures.

1   11.   [Original]   The system of claim 10, further comprising:

2   an interface agreement work product for documenting

3   expectations for data collection;

4   a configuration script work product for configuring

5   tools required to implement said requirements;

6   a contract measurement business policy work product for

7   defining expectations of behavior required to support

8   said requirements; and

9   a scorecard work product for visualizing said

10   requirements.

1   12.   [Currently amended]   A measurement and performance

2   management method, comprising the steps of:

3   during a proposal contextual phase, developing in a

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4   computer database a measurement solution including

5   assumptions and behavioral expectations for a plurality

6   of categories to be delivered to a customer;

7   said developing step including operating a digital

8   computer for building a first draft measurement model

9   and a second draft measurement model;

10   building said first draft measurement model by said

11   digital computer selectively executing a first

12   prioritization process and a second prioritization

13   process;

14   said first prioritization process determining for each

15   metric of a plurality of metrics a relationship with

16   each behavior satisfied by said metric by building a

17   first table describing for each said category the

18   relationship for each relevant metric with each of said

19   behaviors it may satisfy and determining for each said

20   metric a metric subtotal of satisfied behaviors, and

21   evaluating said table to identify as most desirable

22   metrics those metrics satisfying the greatest number of

23   behaviors;

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24   said second prioritization process determining for each

25   said metric a relationship with each other metric by

26   building a second table relating each said metric to

27   each other said metric, determining from said table for

28   each said metric a metric subtotal representing the

29   number of other related metrics, and prioritizing as

30   desirable metrics for each said category in said

31   measurement model those related to the highest number

32   of other related metrics within said category;

33   building said second draft measurement model to include

34   a minimum set of measures that drive desired behaviors

35   by operating said digital computer for selecting from

36   said first and second prioritization processes metrics

37   prioritized selectively by behaviors satisfied and

38   related metrics;

39   during a due diligence phase, validating assumptions

40   and behavioral expectations in said measurement

41   solution; and

42   during a transformation phase, transferring to said

43   customer resources and assets for implementing said

44   measurement solution as validated.

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1   13.   [Original]   The method of claim 12, said developing

2   step comprising the further step of:

3   building said measurement solution responsive to inputs

4   from a measurement catalog work product and a target

5   future business capabilities work product.

1   14.   [Original]   The method of claim 13, said validating

2   step comprising the further step of:

3   executing a measurement gap analysis work product

4   responsive to inputs from a current customer

5   measurements work product, a future process design

6   points work product, a to-be organization design work

7   product and a to-be process design work product.

1   15.   [Original]   The method of claim 14, said transferring

2   step comprising the further step of:

3   pursuant to an interface agreement work product,

4   providing an external interface requirements work

5   product, a configuration script work product, a

6   contract measurement business policy work product, a

7   scorecard work product, an end-user training materials

8   work product, and a deployment plan work product.

1   16. [Previously presented] System for formulating

2   measurement requirements that are to be implemented in an

3   engagement, comprising:

4   means for developing in a computer database a

5   measurement solution to be delivered to a customer;

6   means for validating in said computer database

7   assumptions and behavioral expectations in said

8   measurement solution;

9   means for transferring to said customer resources and

10   assets for implementing said measurement solution as

11   validated;

12   computer means for deriving said measurement solution

13   from a first draft measurement model including a

14   plurality of categories and a second draft measurement

15   model;

16   means for performing a first prioritization process and

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17   means for performing a second prioritization process

18   for deriving said first draft measurement model;

19   said first prioritization process determining for each

20   of a plurality of metrics a relationship with each said

21   behavior satisfied by said metric by building a first

22   table describing for each said category the

23   relationship for each relevant metric with each of said

24   behaviors it may satisfy and determining for each said

25   metric a metric subtotal of satisfied behaviors, and

26   evaluating said table to identify as most desirable

27   metrics those metrics satisfying the greatest number of

28   behaviors;

29   said second prioritization process determining for each

30   said metric a relationship with each other metric by

31   building a second table relating each said metric to

32   each other said metric, determining from said table for

33   each said metric a metric subtotal representing the

34   number of other related metrics, and prioritizing as

35   desirable metrics for each said category in said

36   measurement model those related to the highest number

37   of other related metrics within said category; and

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38   said computer building said second draft measurement

39   model to include a minimum set of measures that drive

40   desired behaviors by selecting metrics from said first

41   and second prioritization processes for said

42   measurement solution prioritized selectively by

43   behaviors satisfied and related metrics.

1   17.   [Previously presented] Method for executing a gap

2   analysis responsive to a measurement model including a

3   plurality of categories and current customer measurements,

4   comprising the steps of:

5   operating a digital computer to build said measurement

6   model from a first draft measurement model and a second

7   draft measurement model;

8   building said first draft measurement model by

9   selectively executing a first prioritization process

10   and a second prioritization process;

11   operating said digital computer during said first

12   prioritization process for determining for each of a

13   plurality of measures a relationship with each of a

14   plurality of behaviors satisfied by said measure by

15   building a first table describing for each said

16   category the relationship for each relevant measure

17   with each of said behaviors it may satisfy and

18   determining for each said measure a measure subtotal of

19   satisfied behaviors, and evaluating said table to

20   identify as most desirable measures those measures

21   satisfying the greatest number of behaviors;

22   operating said digital computer during said second

23   prioritization process for determining for each said

24   measure a relationship with each other measure by

25   building a second table relating each said measure to

26   each other said measure, determining from said table

27   for each said measure a measure subtotal representing

28   the number of other related measure, and prioritizing

29   as desirable measure for each said category in said

30   measurement model those related to the highest number

31   of other related measure within said category;

32   operating said digital computer for building said

33   second draft measurement model to include a minimum set

34   of measures that drive desired behaviors by selecting

35   measures from said first and second prioritization

36   processes prioritized selectively by behaviors

37   satisfied and related measures;

38   mapping in a computer database said current measurement

39   model to said current customer measurements and

40   identifying measurement gaps;

41   identifying in said computer database measurements not

42   covered by said measurement model;

43   identifying nonproductive measurements; and

44   identifying the impact to an organizational structure

45   and processes of said customer of said measurement

46   gaps.

1   18. [Previously presented] A canonical method for defining

2   a measurements model work product, comprising the steps of:

3   articulating envisioned business goals and behaviors;

4   operating a computer processor for enumerating and

5   defining behaviors and goals satisfied by said

6   behaviors in a computer database of existing contract

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7   metrics including a plurality of categories;

8   selecting potential metrics for said business goals and
9   behaviors from said database;

10   operating said computer processor for prioritizing and
11   balancing said potential metrics to determine said
12   measurement model work product;

13   said prioritizing and balancing including building a
14   first draft measurement model and a second draft
15   measurement model;

16   building said first draft measurement model by
17   selectively executing within said computer processor a
18   first prioritization process and a second
19   prioritization process;

20   said first prioritization process determining for each
21   potential metric from said selecting step a
22   relationship with each behavior satisfied by said
23   potential metric by building a first table describing
24   for each said category the relationship for each
25   relevant metric with each of said behaviors it may

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26   satisfy and determining for each said metric a metric

27   subtotal of satisfied behaviors, and evaluating said

28   table to identify as most desirable metrics those

29   metrics satisfying the greatest number of behaviors;

30   said second prioritization process determining for each

31   said potential metric a relationship with each other

32   potential metric from said selecting step by building a

33   second table relating each said metric to each other

34   said metric, determining from said table for each said

35   metric a metric subtotal representing the number of

36   other related metrics, and prioritizing as desirable

37   metrics for each said category in said measurement

38   model those related to the highest number of other

39   related metrics within said category; and

40   building said second draft measurement model to include

41   a minimum set of measures that drive desired behaviors

42   by selecting potential metrics from said first and

43   second prioritization processes prioritized selectively

44   by behaviors satisfied and related potential metrics.

1   19. [Previously presented] System for defining a

2   measurements model work product, comprising:

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3   a first database for articulating envisioned business

4   goals and behaviors;

5   a second database for enumerating and defining

6   behaviors and goals satisfied by said behaviors

7   selected from existing contract metrics;

8   means for selecting potential metrics for said business

9   goals and behaviors from said second database;

10   prioritizing and balancing means for determining from

11   said potential metrics those metrics to be included in

12   said measurement model work product, said prioritizing

13   and balancing means including means for deriving a

14   first draft measurement model including a plurality of

15   categories and a second draft measurement model;

16   a first prioritization means and a second

17   prioritization means for deriving said first draft

18   measurement model;

19   said first prioritization means determining for each

20   said potential metric a relationship with each said

21   behavior satisfied by said potential metric by building

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22   a first table describing for each said category the

23   relationship for each relevant metric with each of said

24   behaviors it may satisfy and determining for each said

25   metric a metric subtotal of satisfied behaviors, and

26   evaluating said table to identify as most desirable

27   metrics those metrics satisfying the greatest number of

28   behaviors;

29   said second prioritization means determining for each

30   said potential metric a relationship with each other

31   potential metric by building a second table relating

32   each said metric to each other said metric, determining

33   from said table for each said metric a metric subtotal

34   representing the number of other related metrics, and

35   prioritizing as desirable metrics for each said

36   category in said measurement model those related to the

37   highest number of other related metrics within said

38   category; and

39   said prioritizing and balancing means building said

40   second draft measurement model to include a minimum set

41   of measures that drive desired behaviors by selecting

42   potential metrics from said first and second

43   prioritization processes prioritized selectively by

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44   behaviors satisfied and related potential metrics.

20-21.   [Canceled]

1   22. [Previously presented] A program storage device

2   readable by a machine, tangibly embodying a program of

3   instructions executable by a machine to perform method steps

4   for defining the measures of performance of a customer

5   information technology organization, said method steps

6   comprising:

7   identifying customer performance goals;

8   building a model in response to the customer goals

9   including a plurality of primitive metrics in a

10   plurality of categories;

11   performing gap analysis of said model to determine

12   which of said primitive metrics are already collected

13   by said organization and process capabilities for data

14   collection;

15   identifying new data collection sources for those

16   primitive metrics which are not already collected by

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17   said organization;

18   implementing tools and processes for gathering said
19   primitive metrics; and

20   generating measurement reports from said primitive
21   metrics;

22   said building step including building a first draft
23   measurement model and a second draft measurement model;

24   building said first draft measurement model by
25   selectively executing a first prioritization process
26   and a second prioritization process;

27   said first prioritization process determining for each
28   said primitive metric a relationship with each said
29   behavior satisfied by said primitive metric by building
30   a first table describing for each said category the
31   relationship for each relevant metric with each of said
32   behaviors it may satisfy and determining for each said
33   metric a metric subtotal of satisfied behaviors, and
34   evaluating said table to identify as most desirable
35   metrics those metrics satisfying the greatest number of

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36   behaviors;

37   said second prioritization process determining for each

38   said primitive metric a relationship with each other

39   primitive metric by building a second table relating

40   each said metric to each other said metric, determining

41   from said table for each said metric a metric subtotal

42   representing the number of other related metrics, and

43   prioritizing as desirable metrics for each said

44   category in said measurement model those related to the

45   highest number of other related metrics within said

46   category; and

47   building said second draft measurement model to include

48   a minimum set of measures that drive desired behaviors

49   by selecting primitive metrics from said first and

50   second prioritization processes prioritized selectively

51   by behaviors satisfied and related primitive metrics.

1   23. [Previously presented] A program storage device

2   readable by a machine, tangibly embodying a program of

3   instructions executable by a machine to perform method steps

4   for creating and using a measurement model work product,

5   said method steps comprising:

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6   providing a target future business capabilities work

7   product for defining customer goals necessary to

8   achieve through measurements;

9   translating said customer goals into a measurement

10   model work product including a plurality of categories

11   defining account specific behaviors and measures that

12   empirically demonstrate said behaviors;

13   building said measurement model work product by

14   building a first draft measurement model and a second

15   draft measurement model;

16   building said first draft measurement model by

17   selectively executing a first prioritization process

18   and a second prioritization process;

19   said first prioritization process determining for each

20   said measure a relationship with each said behavior

21   satisfied by said measure by building a first table

22   describing for each said category the relationship for

23   each relevant measure with each of said behaviors it

24   may satisfy and determining for each said measure a

25   measure subtotal of satisfied behaviors, and evaluating

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26   said table to identify as most desirable measures those

27   measures satisfying the greatest number of behaviors;

28   said second prioritization process determining for each

29   said measure a relationship with each other measure by

30   building a second table relating each said measure to

31   each other said measure, determining from said table

32   for each said measure a measure subtotal representing

33   the number of other related measure, and prioritizing

34   as desirable measure for each said category in said

35   measurement model those related to the highest number

36   of other related measures within said category; and

37   building said second draft measurement model to include

38   a minimum set of measures that drive desired behaviors

39   by selecting measures from said first and second

40   prioritization processes prioritized selectively by

            behaviors satisfied and related measures.

1   24. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   the measures of performance of a customer information

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5   technology organization, said method steps comprising:

6   collecting into a competency-defined measurement

7   categories and measurements file definitions of

8   selected categories of behavioral measurements <u>of</u>

9   <u>behaviors</u>;

10   selecting from said file contract measurements;

11   said contract measurements being selected by building a

12   first draft measurement model and a second draft

13   measurement model;

14   building said first draft measurement model by

15   selectively executing a first prioritization process

16   and a second prioritization process;

17   said first prioritization process determining for each

18   said contract measurement a relationship with each said

19   behavioral measurement satisfied by said contract

20   measurement by building a first table describing for

21   each said category the relationship for each relevant

22   ~~metric~~ <u>contract measurement</u> with each of said behaviors

23   it may satisfy and determining for each said ~~metric a~~

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24   ~~metric~~ contract measurement a contract measurement

25   subtotal of satisfied behaviors, and evaluating said

26   table to identify as most desirable ~~metrics those~~

27   ~~metrics~~ contract measurements those contract

28   measurements satisfying the greatest number of

29   behaviors;

30   said second prioritization process determining for each

31   said ~~behavioral~~ contract measurement a relationship

32   with each other ~~behavioral~~ contract measurement by

33   building a second table relating each said ~~metric to~~

34   ~~each other said metric~~ contract measurement to other

35   said contract measurements, determining from said table

36   for each said ~~metric~~ contract measurement a ~~metric~~

37   contract measurement subtotal representing the number

38   of other related ~~metrics~~ contract measurements, and

39   prioritizing as desirable ~~metrics~~ contract measurements

40   for each said category in said measurement model those

41   related to the highest number of other related ~~metrics~~

42   contract measurements within said category;

43   building said second draft measurement model to include

44   a minimum set of contract measurements ~~measures~~ that

45   drive desired behaviors by selecting ~~behavioral~~

46   <u>contract</u> measurements from said first and second

47   prioritization processes prioritized selectively by

48   behaviors satisfied and related ~~behavioral~~ <u>contract</u>

49   measurements;

50   implementing said contract measurements; and

51   using and maintaining said contract measurements.

1   25. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for

4   providing a measurement and performance management method,

5   said method steps comprising:

6   during a proposal contextual phase, developing a

7   measurement solution including <u>assumptions and</u>

8   <u>behavioral expectations for</u> a plurality of categories

9   to be delivered to a customer;

10   said developing step including building a first draft

11   measurement model and a second draft measurement model;

12   building said first draft measurement model by

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13   selectively executing a first prioritization process

14   and a second prioritization process;

15   said first prioritization process determining for each

16   potential metric of a plurality of potential metrics a

17   relationship with each behavior satisfied by said

18   potential metric by building a first table describing

19   for each said category the relationship for each

20   relevant metric with each of said behaviors it may

21   satisfy and determining for each said metric a metric

22   subtotal of satisfied behaviors, and evaluating said

23   table to identify as most desirable metrics those

24   metrics satisfying the greatest number of behaviors;

25   said second prioritization process determining for each

26   said potential metric a relationship with each other

27   potential metric by building a second table relating

28   each said metric to each other said metric, determining

29   from said table for each said metric a metric subtotal

30   representing the number of other related metrics, and

31   prioritizing as desirable metrics for each said

32   category in said measurement model those related to the

33   highest number of other related metrics within said

34   category;

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35   building said second draft measurement model to include

36   a minimum set of measures that drive desired behaviors

37   by selecting potential metrics from said first and

38   second prioritization processes prioritized selectively

39   by behaviors satisfied and related potential metrics;

40   during a due diligence phase, validating assumptions

41   and behavioral expectations in said measurement

42   solution; and

43   during a transformation phase, transferring to said

44   customer resources and assets for implementing said

45   measurement solution as validated.

1   26.   [Previously presented]   A program storage device

2   readable by a machine, tangibly embodying a program of

3   instructions executable by a machine to perform method steps

4   for executing a gap analysis responsive to a measurement

5   model and current customer measurements, said method steps

6   comprising:

7   building said measurement model including a plurality

8   of categories from a first draft measurement model and

9   a second draft measurement model;

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10   building said first draft measurement model by

11   selectively executing a first prioritization process

12   and a second prioritization process;

13   said first prioritization process determining for each

14   of a plurality of measurements a relationship with each

15   of a plurality of behaviors satisfied by said

16   measurements by building a first table describing for

17   each said category the relationship for each relevant

18   measurement with each of said behaviors it may satisfy

19   and determining for each said measurement a measurement

20   subtotal of satisfied behaviors, and evaluating said

21   table to identify as most desirable measurements those

22   measurements satisfying the greatest number of

23   behaviors;

24   said second prioritization process determining for each

25   said measurement a relationship with each other

26   measurement by building a second table relating each

27   said measurement to each other said measurement,

28   determining from said table for each said measurement a

29   measurement subtotal representing the number of other

30   related measurements, and prioritizing as desirable

31   measurements for each said category in said measurement

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32   model those related to the highest number of other

33   related measurements within said category;

34   building said second draft measurement model to include

35   a minimum set of measures that drive desired behaviors

36   by selecting measurements from said first and second

37   prioritization processes prioritized selectively by

38   behaviors satisfied and related measurements;

39   mapping said current measurement model to said current

40   customer measurements and identifying measurement gaps;

41   identifying measurements not covered by said

42   measurement model;

43   identifying nonproductive measurements; and

44   identifying the impact to an organizational structure

45   and processes of said customer of said measurement

46   gaps.

27-28.   [Canceled]

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